

Educational Institute of the American Hotel & Motel Association (EIAH&MA)

DANTES Test Centers' Authorization

The Educational Institute of the American Hotel & Motel Association (EIAH&MA) authorizes DANTES test centers to administer its certification examinations.

Background

- The EIAH&MA was established in 1952 to address the hospitality industry's growing need for a skilled, professional workforce.
 - Hospitality industry executives and allied industry representatives who demonstrate an exceptionally high level of expertise, competence, and experience qualify for professional certification and recognition.
 - Acknowledged worldwide as the highest industry honors of professional achievement, the EIAH&MA's certification and recognition programs elevate the professionalism and image of both the individual recipient and the industry as a whole.
-

Description

Description The hospitality industry's certification and recognition programs include:

Certification for general managers, owner-operators, and corporate executives <ul style="list-style-type: none">• CHA – Certified Hotel Administrator
Certification for managers and directors at the department-head level <ul style="list-style-type: none">• CFBE – Certified Food and Beverage Executive• CHHE – Certified Hospitality Housekeeping Executive• CHRE – Certified Human Resources Executive• CEOE – Certified Engineering Operations Executive• CRDE – Certified Rooms Division Executive
Certification for individuals with hospitality sales responsibilities <ul style="list-style-type: none">• CHSP - Certified Hospitality Sales Professional
Certification for supervisors and those beginning their careers in hospitality <ul style="list-style-type: none">• CHS – Certified Hospitality Supervisor
Recognition program for suppliers of goods and services to the hospitality industry <ul style="list-style-type: none">• MHS – Master Hotel Supplier
Certification for hospitality educators <ul style="list-style-type: none">• CHE – Certified Hospitality Educator
Certification for hospitality accountants <ul style="list-style-type: none">• CHTP – Certified Hospitality Technical Professional
Certification for professional managers at economy and limited-service operations <ul style="list-style-type: none">• CLM – Certified Lodging Manager
Certification for front desk agents, room attendants, and restaurant servers <ul style="list-style-type: none">• Hospitality Skill Certification

How to Obtain an Application

Applications	To obtain an application for EIAH&MA certification examinations, call or write:
---------------------	---

Professional Certification	Phone: (407) 999-8168
800 N. Magnolia Avenue, Suite 1800	Fax: (407) 236-7848
Orlando, FL 32803	

We recommend you confirm receipt of faxed orders.

Guidelines	To apply for certification:
-------------------	-----------------------------

- Submit the appropriate application form, along with
 - A resume or job description, **and**
 - The required application fee (see Fees Section).
 - Arrange for verification of employment from a supervisor or corporate representative.
 - Satisfactorily complete the qualifying examination.
-

Program Materials and Assistance

Materials/ Assistance	Multiple copies of certification program brochures are available from EIAH&MA.
----------------------------------	--

Certification Criteria

General Requirements

Because individual backgrounds vary widely in the hospitality field, applicants may pursue the certification designations through one of three options.

- Plan A emphasizes an education background;
- Plan B emphasizes industry experience;
- Plan C allows an individual to take the exam without having the experience. However, the individual must be in a qualifying position. The individual must then meet a certain number of professional development points before the certification is awarded.

All plans require documented evidence of managerial experience and successful completion of a comprehensive examination.

CHA – Certified Hotel Administrator

Certification requirements to take the Certified Hotel Administrator (CHA) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none"> • At least a 2-year hospitality degree from an accredited institution, or • Successful completion of the Educational Institute's Hospitality Management Diploma program. • In addition, current employment as a general manager, owner/operator, or corporate executive in lodging hospitality company, with at least 2-years of full-time experience in one or more such positions. 	<ul style="list-style-type: none"> • Current employment as a general manager, owner/operator, or corporate executive in a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions. • Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 3-years of experience in this capacity; 3-years of full-time experience in management position in a lodging hospitality company. 	<ul style="list-style-type: none"> • Currently employed as a general manager, owner/operator, or corporate executive in a lodging hospital company.

Continued on next page

Certification Criteria, Continued

CFBE – Certified Food & Beverage Executive

Certification requirements to take the Certified Food and Beverage Executive (CFBE) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none">• At least a 2-year hospitality degree from an accredited institution, or• Successful completion of the Educational Institute's five course <i>Food and Beverage Management Specialization</i>.• In addition, current employment as an executive level manager in hotel food and beverage administration, food and beverage director/general manager in a restaurant facility, or executive chef, with at least 2 years of full-time experience in one or more such positions.	<ul style="list-style-type: none">• Currently employed as an executive level manager in hotel food and beverage administration, food and beverage director/general manager in a restaurant facility, or executive chef, with at least 3 years of full-time experience food and beverage management.• Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 2 years of experience in this capacity; 2 years of full-time experience in food and beverage management.	<ul style="list-style-type: none">• Currently employed as food and beverage executive or director of food and beverage operations at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

CHHE – Certified Hospitality Housekeeping Executive

Certification requirements to take the Certified Hospitality Housekeeping Executive (CHHE) are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none"> • At least a 2-year hospitality degree from an accredited institution, or • Successful completion of the Educational Institute's five course curriculum specialization. • In addition, currently employed as an executive housekeeper or director of housekeeping at a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions. 	<ul style="list-style-type: none"> • Currently employed as an executive housekeeper or director of housekeeping operations at a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions. • Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 2 years of experience in this capacity; 2 years of full-time experience in housekeeping management. 	<ul style="list-style-type: none"> • Currently employed as an executive housekeeper or director of housekeeping operations at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

CHRE – Certified Human Resources Executive

Certification requirements to take the Certified Human Resources Executive (CHRE) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none"> • At least a 2-year hospitality degree from an accredited institution, or • Successful completion of the Educational Institute's five course curriculum specialization. • In addition, currently employed as a personnel manager/director, or human resources manager/director at a lodging hospitality company, with at least 2 years of full-time experience in one or more such positions. 	<ul style="list-style-type: none"> • Currently employed as a personnel manager/director, training manager/director, or human resources manager/director at a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions. • Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 2 years of experience in this capacity; 2 years of full-time experience in human resources management. 	<ul style="list-style-type: none"> • Currently employed as a personnel manager/director, training manager/director; or human resources manager/director at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

CEOE – Certified Engineering Operations Executive

Certification requirements to take the Certified Engineering Operations Executive (CEOE) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none">• At least a 2-year engineering or hospitality degree from an accredited institution.• In addition, currently employed as the director or chief of engineering/property operations at a lodging hospitality company, with at least 2 years of full-time experience in one or more such positions.	<ul style="list-style-type: none">• Current employment as a director or chief of engineering/property operations at a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions.• Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 2 years of experience in this capacity; 2 years of full-time experience in engineering/property operations management.	<ul style="list-style-type: none">• Currently employed as a director or chief of engineering/property operations at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

CRDE – Certified Rooms Division Executive

Certification requirements to take the Certified Rooms Division Executive (CRDE) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none"> • At least a 2-year hospitality degree from an accredited institution, or • Successful completion of the Educational Institute's five course <i>Rooms Division Management Specialization</i>. • And, currently employed as a rooms division manager, resident manager, front office manager, senior assistant manager, or executive assistant manager at a lodging hospitality company, with at least 2 years of full-time experience in one or more such positions. 	<ul style="list-style-type: none"> • Currently employed as a rooms division manager, resident manager, front office manager, senior assistant manager, or executive assistant manager in a lodging hospitality company, with at least 3 years of full-time experience in one or more such positions. • Educators Only: Currently teaching hospitality management courses on a full-time basis at an accredited academic institution; 2 years of experience in this capacity; 2 years of full-time experience in rooms division management. 	<ul style="list-style-type: none"> • Currently employed as rooms division executive or director of rooms division operations at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

Continued

CHSP – Certified Hospitality Sales Professional

Certification requirements to take the Certified Hotel Administrator (CHA) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none">• At least a 2-year hospitality degree from an accredited institution, or• Successful completion of the Educational Institute's five course <i>Marketing and Sales Management Specialization</i>.• And, current employment at a lodging/hospitality company in a hospitality sales-relation position in which 50 percent or more of the position duties and responsibilities involve sales to individuals or groups, with at least 1 year of full-time experience in such a position.	<ul style="list-style-type: none">• Current employment at a lodging hospitality company in a hospitality sales-related position in which 50 percent or more of the position duties and responsibilities involve sales to individuals or groups, with at least 2 years of full-time experience in such a position.	<ul style="list-style-type: none">• Currently employed as a hospitality sales professional or director of hospitality sales operations at a lodging hospitality company.

Continued on next page

Certification Criteria, Continued

CHS – Certified Hospitality Supervisor

Certification requirements for the Certified Hospitality Supervisor (CHS) examination are:

Plan A Education	Plan B Experience
<ul style="list-style-type: none">• Completion of the 9 workbook <i>Supervisory Skill Builders</i> series in preparation for the CHS test. (Candidates will be asked to sign the series completion acknowledgment statement on the CHS Application Form.), or• Successful completion of the Educational Institute's <i>Hospitality Supervision</i> course or the <i>Hospitality Human Resources Management</i> course.• And, current employment in the hospitality industry and having served in one or more such positions for a minimum of 3 months.	<ul style="list-style-type: none">• Current full-time employment as a qualifying supervisor* in the hospitality industry; served in one or more such positions for a minimum of 9 months, or• Understanding that acceptance into the CHS program allows 1 year from successful completion of the CHS test to secure full-time employment as a qualifying supervisor* in the hospitality industry and to have held one or more such positions for a minimum of 3 months.• Once the Educational Institute verifies this experience through a letter from the candidates' employer(s), they will be awarded the CHS designation.

*A qualifying supervisor is a person who:

- Supervises two or more individuals;
- Has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing disciplining, inspecting, and conducting performance reviews;
- Makes decisions and judgment calls while performing daily duties; and
- Has input on hiring and firing decisions within a department.

For more information call (800) 349-0299, FAX (407) 236-7848, or E-mail at info@ei-ahma.org

Continued on next page

Certification Criteria, Continued

MHS – Master Hotel Supplier

MHS candidates must be currently employed as a supplier of products or services to the hospitality industry, with at least 3 years of full-time experience in one or more such positions.

For more information call (800) 349-0299, FAX (407) 236-7848, or E-mail at info@ei-ahma.org

CHE – Certified Hospitality Educator

The CHE program, the only professional development opportunity designed for hospitality educators around the world, enables the examinee to:

- Strengthen students' critical thinking and motivation to learn
- Share ideas with peers
- Receive recognition for teaching abilities from students, colleagues, and the industry.

Centered on an intensive hands-on workshop, the CHE program helps to improve teaching skills, no matter how much classroom experience one has.

For more information call (800) 349-0299, FAX (407) 236-7848, or E-mail at info@ei-ahma.org

CHTP – Certified Hospitality Technical Professional

The CHTP program provides a competitive edge to succeed in the ever-changing, increasingly demanding hospitality industry. Developed jointly by the International Association of Hospitality Accountants (IAHA) and the Educational Institute, the CHTP program recognizes technical expertise, enhances the ability to meet demanding industry standards, and rewards commitment to ongoing professional development.

For more information and to receive a free CHTP information packet, contact IAHA at:

Hospitality Financial & Technology Professionals
11709 Boulder Lane, Suite 110
Austin, TX 78726

Phone: (512) 249-5333

Continued on next page

Certification Criteria, Continued

Continued

CLM – Certified Lodging Manager

Certification requirements to take the Certified Lodging Manager (CLM) examination are:

Plan A Education	Plan B Experience	Plan C Early Entry
<ul style="list-style-type: none">• At least a 2-year hospitality degree from an accredited institution, or• Successful completion of the Educational Institute's Hospitality Management Diploma program.• In addition, current employment as a general manager, owner/operator, of an economy lodging/limited service property, with at least 1 year of full-time experience in one or more such positions.	<ul style="list-style-type: none">• Current employment as a general manager or owner/operator of an economy lodging/limited service property, with at least 2 years of full-time experience in one or more such positions.	<ul style="list-style-type: none">• Currently employed as a general manager, owner/operator, or corporate executive in a lodging hospitality company

Continued on next page

Certification Criteria, Continued

Hospitality Skill Certification for Front Desk Agents, Room Attendants, Restaurant Servers

The industry's all new Hospitality Skill Certification program for front desk employees, room attendants, and food and beverage servers provides certification programs to those who are on the front line with guests.

Certification will provide increased job satisfaction and a greater awareness of the career potential their jobs offer for learning and growing:

- Skill Certification for Front Desk Agents:
 - Operate the front desk computer, fax, and telephone system; handle all phases of guest check-in; respond effectively to guest requests and service problems; react appropriately in emergency situations; use effective sales techniques, prepare clear reports
- Skill Certification for Room Attendants:
 - Prepare and organize cart and work areas; perform the initial inspection; clean the bathroom and guest room; correct and report problems; complete end-of-shift duties
- Skill Certification for Restaurant Servers:
 - Stock the side stations and prepare service trays, greet and seat guests, handle dissatisfied guest, sell after dinner items; perform closing sidework.

For more information call (800) 349-0299, FAX (407) 236-7848, or E-mail at info@ei-ahma.org

Certification Fees

Test Fees

Examination fees are:

Test	Fee
Certified Hotel Administrator – CHA	\$450
Certified Food & Beverage Executive – CFBE	\$350
Certified Hospitality Housekeeping Executive	\$350
Certified Human Resources Executive – CHRE	\$350
Certified Engineering Operations Executive – CEOE	\$350
Certified Rooms Division Executive – CRDE	\$350
Certified Hospitality Sales Professional – CHSP	\$300
Certified Hospitality Supervisor – CHS	\$75
Master Hotel Supplier – MHS	\$400
Certified Hospitality Educator	\$550
Certified Hospitality Technical Professional – CHTP	***
Certified Lodging Manager – CLM	\$450
Hospitality Skill Certification	\$35 EA

Administration

When TCOs Should Administer

DANTES TCOs are authorized by the EIAH&MA to administer the examinations to active duty and Reserve component personnel when arrangements are completed.

Concurrent Examinations

Applicants sitting for a DANTES administration of the examination **will not** be allowed to sit for the concurrent civilian administration.

Civilian Administration

DANTES Test Centers may administer the EIAH&MA Examinations to the following civilians on an unfunded (examinee pays) AND space available basis according to local command policy and Service regulations:

- Retired military personnel
 - Military family members
 - Veterans, and
 - U.S. federal employees
-

Scoring

Scoring Completed examinations and all examination materials should be mailed as prescribed in Part I of the Handbook to:

**Professional Certification
800 North Magnolia Avenue, Suite 1800
Orlando, FL 32803**

Score Results Examinees will be notified directly by EIAH&MA of their scores and qualifications for certification.

TCOs will only be notified that scores have been provided to examinees.

Refunds

Refunds There is a \$50 processing fee deducted from the actual submitted cost.

Retesting

Retesting Applicants who fail the examination may:

- Retake the complete examination, **and**
- Pay the regular examination fee

There is no limit to the number of times a complete examination may be retaken.

Certificate Maintenance

Certificate Maintenance

Certification is valid for 5 years.

Problems

Problems

Contact EIHA&MA immediately regarding any problems involving receipt of:

- Applications
 - Descriptive information
 - Examinations
 - Examination scores, and/or
 - Certificates not being received in a timely manner
-

Security

Test Loss or Compromise

Refer to Part I of the *DANTES Examination Program Handbook (DEPH)* for complete instructions if there is an EIAH-MA test loss or compromise.

Contact DANTES immediately and refer to specific Service regulations for complete procedures. DANTES address is:

DANTES	Phone: (850) 452-1360
Code 20F	DSN: 922-1360
6490 Saufley Field Road	Fax: (850) 452-1161
Pensacola, FL 32509-5243	

Web Pages

DANTES Web Address	Access the DANTES web pages at http://www.dantes.doded.mil .
---------------------------	--

EIAH-MA Web Address	Access the EIAH-MA web page at www.ei-ahma.org .
----------------------------	---

DANTES E-mail Address	The DANTES Certification Program E-mail address is certprog@voled.doded.mil .
------------------------------	---
